I. Purpose:

This policy provides guidance in how to assist when a person is trapped in an elevator that is not working.

II. Roles and Responsibilities:

Public Safety staff:
- Receive the initial notification of a problem.
- Dispatch an officer.
- Contact internal and, if necessary, external resources for assistance to respond.
- Request response from external emergency responders (fire, EMT, etc.) if necessary.
- Collaborates with Facilities Maintenance and external resources as needed.

Facilities Maintenance staff:
- Maintains a complete set of elevator normal and emergency operating keys for every elevator on the campus.
- Respond to elevator emergencies after being contacted by Public Safety.
- During normal hours both Supervisor and mechanics will respond to these events.
- During off hours mechanics will respond and will notify the on call Supervisor by phone. After the rescue is completed, the on call Supervisor is informed.
- Provide elevator door keys to Public Safety if needed.
- Contact elevator maintenance contractor staff to respond, if requested by Public Safety.
- Collaborates with Public Safety and external resources as needed.

Elevator maintenance contractor staff respond to elevator rescue situations upon request.

External emergency responders (fire departments, etc.) respond to elevator rescue situations upon request from Public Safety.
III. Procedure

1. When Public Safety receives notice of an individual trapped in an elevator, they:
   a. Dispatch an officer
   b. Contact the Facilities Maintenance Office (FMO)
      i. Work Coordinator X94420 (during normal business hours).
      ii. FMO “duty person” via radio (during off hours).
2. FMO and Public Safety respond to the elevator location.
3. Public Safety will stay at the scene and in communication with individual(s) trapped in the elevator until the rescue has been completed.
4. With the elevator doors closed, FMO will attempt to reset the elevator by:
   a. Turn OFF the Main Power switch.
   b. Wait 30 seconds.
   c. Turn ON the Main Power switch.
   d. Wait 5 minutes to allow elevator to reset.
   e. Repeat one additional time only.
   f. Lock out the elevator, in accordance with the Villanova Lockout/Tagout Policy
5. If that is unsuccessful FMO will use the elevator door key to open the outer doors and determine the position of the elevator car relative to the floor below.
6. Using the following general guidance, if the elevator car is in the position noted in (a), (b), or (c) below, FMO will attempt to open the elevator car door and assist Public Safety with removal of the individual(s):
   a. For an individual in a motorized wheelchair – offset from the floor by no more than 2 inches
   b. For an individual in a manually operated wheelchair – offset from the floor by no more than 7 inches
   c. For all others – offset from the floor by no more than 18 inches
7. If the elevator car offset exceeds these guidelines, Public Safety will call external emergency responders (fire department, will automatically be accompanied by emergency medical responders) to remove the individual(s) from the elevator car. When the emergency responders arrive on the scene, they assume command of all rescue efforts.
8. If necessary the elevator maintenance contractor will also be notified.